

Job Title: TECHNICIAN – NETWORK FIELD
Reports to: General Manager and Deputy Director
Status: Full-time, exempt, salary
Wage: DOE
OPEN: July 6, 2022
CLOSE: August 31, 2022 OR UNTIL FILLED



JOB SUMMARY

ESSENTIAL QUALIFICATIONS

- Two years' experience in telecom, information technology or other types of customer-facing field service is preferred.
- Associates Degree in electronics, telecommunications trade school or equivalent is preferred.
- Positive attitude and aptitude are required. We want the right person in the right position.
- The duties and responsibilities are not an all-inclusive list, but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

SKILLS AND ABILITIES

- Read and understand system design and city street maps.
- Maintain confidential company and customer information.
- Accountable and responsible for vehicles, inventory (i.e., test equipment), paperwork, and safety procedures.
- Develop positive rapport with customers; demonstrate fair and equitable treatment of fellow employees and customers.
- Organize assignments, equipment, and routing to maximize productivity.
- Articulate technical information clearly and concisely in written and electronic follow-up reports and work orders. Verbally communicate technical information to customers, contractors, utility workers, fellow employees and general public in an effective manner appropriate with all levels of understanding.
- Interpret and accurately apply applicable codes, regulations, policies, procedures, guidelines, etc.
- Operate and interpret data from test equipment to perform service installation and repair.
- Proficient computer skills to navigate internal service order and ticketing systems.

DUTIES AND RESPONSIBILITIES include, but are not limited to the following:

- Responsible for installation, maintenance and troubleshooting of subscriber telecommunications equipment including all hardware, cabling and device configuration to deliver broadband data and voice services from the network hub to the customer's home or office.
- Perform disconnects, reconnects or relocating services as instructed and repair or replace worn components and faulty connections. Utilize test equipment to measure and adjust electronics to ensure optimal signal levels.
- Follow acceptance testing and benchmarking procedures for all new service activations.
- Become proficient in all trouble resolution procedures, tools and ticketing systems. Communicate with the Helpdesk and other Operational support organizations to complete and update service orders and trouble tickets.
- Perform and record routine mechanical and grounds maintenance activities at the hub facility including all utility power backup systems (generators and batteries).
- Perform preventative or corrective maintenance, such as underground cable locates, outage response,

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rewiring or upgrading cabling and equipment and impairment mitigation.

- Comply with vehicle maintenance recommendations, truck stock, and follow the company's safe driving and other applicable policies.
- Communicate with customers on-site, maintain professional rapport and inform of additional service offerings.

PHYSICAL REQUIREMENTS

- High degree of balance, coordination and strength needed routinely in climbing ladders, etc. and avoiding obstacles.
- Daily walking, crawling, bending, stooping and kneeling on varied surfaces such as roofs and in trenches often hampered by weather elements.
- Lifting, carrying, pushing, and pulling to maneuver equipment/supplies of up to 70-pound loads occasionally, less weight more regularly.
- High degree of hand dexterity and eye/hand coordination to operate hand tools and to connect, separate, and twist multiple smaller items on a daily basis.
- Clarity of vision at every distance with good depth perception and ability to clearly distinguish colors routinely for driving and performing assigned tasks.
- Good hearing, capable of distinction between equipment signals and the human voice often amidst background noises, such as wind, rain and traffic.

WORKING CONDITIONS

- Vehicles and tools will be provided.
- All Technicians must be able to cope with a remote arctic environment.
- Subject to adverse weather and driving conditions. Work involves heights up to 40 feet on buildings, ladders, and buckets. Occasional work may be performed below overhead construction and in trenches. Tasks may be performed around high-power electrical conductors and gas lines. Work areas can be cramped, dark, dusty, damp, wet, stuffy, sticky, smelly, hot and/or cold. May encounter unrestrained animals/pets.
- Due to business needs, employees may be contacted outside of the normal business hours to respond to the immediate emergency. You will be requested to provide emergency after hours contact numbers.
- Must be able and willing to work flexible hours including, but not limited to, overtime, on-call, and/or additional time on weekends, holidays, evenings, before or after normal shift hours. Travel may be required to assist other systems personnel.
- Must possess and maintain a valid driver's license, proof of insurance, and a satisfactory driving record. Compliance with company driver safety program required.
- Participation in a DOT or non-DOT drug and alcohol testing program may be required to satisfy conditions of a contract or proposed contract with a business partner or client. This includes pre-employment, random, reasonable suspicion, post-accident, return to duty, and follow-up testing.
- Ability to pass a pre-employment or return to work physical and fitness for duty examination may be required to satisfy conditions of a contract or proposed contract with a business partner or client.

Please submit an application to be considered for this position. Application may be submitted via mail, fax, in person, or by email.

Native Village of Unalakleet
PO BOX 270
Unalakleet, AK 99684

General Manager Tracy Cooper
EMAIL: tracy.cooper@unkira.org

Phone: (907) 624-3622
FAX: (907) 624-3621

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